GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:1858
ANSWERED ON:24.08.2007
DOORSTEP BANKING SERVICES
Panda Shri Prabodh

Will the Minister of FINANCE be pleased to state:

(a) whether the Reserve Bank of India has permitted banks/certain banking services at the doorsteps of customers;

(b) if so, the details thereof;

(c) whether bankers have been given the right to fix their own service charges for this; and

(d) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI PAWAN KUMAR BANSAL)

(a) to (d): Yes, Sir. Reserve Bank of India (RBI) has reported that guidelines were issued to banks permitting them to prepare a scheme for offering doorstep banking services to their customers, with the approval of their Boards. Under the scheme, banks were permitted to offer doorstep services such as pick up of cash/instruments, delivery of cash against cheques received at the counter and delivery of demand drafts to corporates/Government Department/Public Sector Undertakings and pick up of cash/instruments and delivery of demand drafts to individual customers.

In terms of these guidelines, banks have been advised that charges, if any, to be levied on the customer for doorstep services should be incorporated in the policy approved by the Board and should form part of the agreement entered into with the customer. The charges should be prominently indicated on brochures offering doorstep services.